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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. 5244-051-2X DIV

ASSISTANT COMMISSIONER FOR PATENTS  
WASHINGTON, D.C. 20231

Sir: This is a request for filing a

☐ Continuation

application under 37 C.F.R. §1.60,

☒ Divisional

of copending prior application Serial No. 08/463,002, filed on JUNE 5, 1995

of TETSURO MOTOYAMA (Inventor)

for METHOD AND SYSTEM FOR DIAGNOSIS AND CONTROL OF  
MACHINES USING CONNECTION AND CONNECTIONLESS MODES OF  
COMMUNICATION

(title of invention)

1. "Enclosed is a copy of the latest inventor-signed prior application, including a copy of the oath or Declaration showing the original signature or an indication it was signed. I hereby verify that the papers are a true copy of the latest signed prior application Serial No. 08/463,002, and further that all statements made herein of my own knowledge are true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon."
2. ☐ A verified statement to establish Small Entity status under 37 CFR 1.9 and 1.27
  - ☐ is enclosed
  - ☐ was filed in prior application Serial No. \_\_\_\_\_ and such status is still proper and desired (37 CFR 1.28(a)).
3. ☒ The filing fee is calculated below:

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**CLAIMS AS FILED, LESS ANY CLAIMS CANCELLED BY  
PRELIMINARY AMENDMENT AND/OR AMENDMENT BELOW**

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
	TOTAL CLAIMS	20 - 20 =	0	X \$ 22 =	\$0
	INDEPENDENT	4 - 3 =	1	X \$ 80 =	\$ 80.00
	MULTIPLE DEPENDENT CLAIMS			+ \$260 =	\$0
	BASIC FEE				\$770.00
	TOTAL OF ABOVE CALCULATIONS=				\$850.00
	Reduction by 50% for filing by Small Entity				\$0
	TOTAL				\$850.00

4. ☒ The Commissioner is hereby authorized to charge any fees which may be required for the papers being filed herewith and for which no check is enclosed herewith, or credit any overpayment to Account No. 15-0030. A duplicate copy of this sheet is enclosed.
5. ☒ A check in the amount of \$ 850.00 is enclosed.
6. ☒ Cancel Claims 1-9, 20-35 and 46-51.
7. ☒ Amend the specification by inserting before "related" at line 8 of page 1:  
--a Division of application Serial No. 08/463,002 filed on JUNE 5, 1995, entitled METHOD AND SYSTEM FOR DIAGNOSIS AND CONTROL OF MACHINES USING CONNECTION AND CONNECTIONLESS MODES OF COMMUNICATION and is also--.
8. ☐ Drawing(s) are enclosed.
9. ☐ Priority of the following foreign application(s) is claimed under 35 U.S.C. 119:

CountryApplication No.Month/Day/Year

The certified copy(s) of the corresponding Convention Application(s):

5244-051-2X DIV

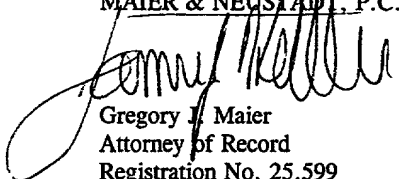
- ☐ were filed in prior application Serial No. \_\_\_\_\_, filed \_\_\_\_\_.
- ☐ are being submitted herewith.
- ☐ will be submitted prior to payment of the Final Fee.
10. ☒ The prior application is assigned to: RICOH COMPANY, LTD. and RICOH CORPORATION.
11. ☒ The Power of Attorney in the prior application is to: Norman F. Oblon, Reg. No. 24,618; Marvin J. Spivak, Reg. No. 24,913; C. Irvin McClelland, Reg. No. 21,124; Gregory J. Maier, Reg. No. 25,599; Arthur I. Neustadt, Reg. No. 24,854; Richard D. Kelly, Reg. No. 27,757; James D. Hamilton, Reg. No. 28,421; Eckhard H. Kuesters, Reg. No. 28,870; Robert T. Pous, Reg. No. 29,099; Charles L. Gholz, Reg. No. 26,395; Vincent J. Sunderdick, Reg. No. 29,004; William E. Beaumont, Reg. No. 30,996; Steven B. Kelber, Reg. No. 30,073; Robert F. Gnuse, Reg. No. 27,295; Jean-Paul Lavalleye, Reg. No. 31,451; Timothy R. Schwartz, Reg. No. 32,171; Stephen G. Baxter, Reg. No. 32,884; Martin M. Zoltick, Reg. No. 35,745; Robert W. Hahl, Reg. No. 33,893; and Richard L. Treanor, Reg. No. 36,379, all of OBLON, SPIVAK, McCLELLAND, MAIER & NEUSTADT, P.C., Fourth Floor, 1755 Jefferson Davis Highway, Arlington, Virginia 22202.
- a. ☒ The power appears in the original papers of the prior application. (Copy enclosed)
- b. ☐ Since the power does not appear in the original papers, a copy of the power in the prior application is enclosed.
- c. ☐ Recognize as Associate Attorney and address all future communication to:
12. ☐ Preliminary Amendment is enclosed.

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13. ☒ Also enclosed: Copy of Parent Application (42 pages)  
Copy of Parent Drawings (11 pages)  
Copy of Parent Declaration (2 pages)

Respectfully submitted,

OBLON, SPIVAK, McCLELLAND,  
MAIER & NEUSTADT, P.C.



Gregory J. Maier  
Attorney of Record  
Registration No. 25,599  
James J. Kulbaski  
Attorney  
Registration No. 34,648

Fourth Floor  
1755 Jefferson Davis Highway  
Arlington, Virginia 22202  
(703) 413-3000  
Fax No. (703) 413-2220

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TITLE OF THE INVENTION

5                   METHOD AND SYSTEM FOR DIAGNOSIS AND  
                  CONTROL OF MACHINES USING CONNECTION AND  
                  CONNECTIONLESS MODES OF COMMUNICATION

CROSS-REFERENCES TO RELATED APPLICATIONS

The present application is related to U.S. Patent  
Application 08/426,679 filed April 24, 1995 and entitled  
10   "Method and Apparatus for Controlling and Communicating With  
     Business Office Devices" which is a continuation of  
     U.S. Patent Application 08/282,168 filed July 28, 1994 and  
     entitled "Method and Apparatus for Controlling and  
     Communicating With Business Office Devices", now U.S. Patent  
15   5,412,779, which is a continuation of U.S. Patent Application  
     07/902,462 filed June 19, 1992, now abandoned, which is a  
     continuation of U.S. Patent Application 07/549,278, filed July  
     6, 1990, now abandoned, the disclosure of each is incorporated  
     herein by reference.

20                   BACKGROUND OF THE INVENTION

Field of the Invention

The present invention is related to the remote  
monitoring, diagnosis and control of machines using  
connection- and connectionless-modes of communication and is  
25   more particularly related to monitoring, the control and  
     diagnosis of business office machines such as copiers,  
     printers, and facsimile machines. The invention is also

related to the use and sharing of data bases containing information about the machines being monitored.

#### Discussion of the Background

U.S. Patent 5,412,779 discloses the controlling of  
5 business office devices by a remote diagnostic station.  
However, the method of communication in this system and other  
known systems for controlling machines such as business office  
machines is to establish a connection between the machine and  
the diagnostic station and to use a connection-mode of  
10 communication.

The use of a dedicated communication connection between  
the machine and diagnostic station is more expensive as  
compared to the use of the Internet. On the other hand, the  
Internet has disadvantages in that some forms of communication  
15 over the Internet are slow and may be delayed, and have a  
problem in that the Internet is not a secure mode of  
transmission (i.e., communications may be monitored by  
others). In addition, the connection-mode access to an  
installed machine from the Internet may not be possible  
20 because of a security block by the firewall. However, even  
with the delays of a connectionless-mode of communication over  
the Internet, the inventor has found that the Internet can  
still provide a suitable medium for communication for some  
applications.

SUMMARY OF THE INVENTION

Accordingly, it is one object of the invention to provide a connectionless-mode of transmission between a machine and a remote diagnostic station. It is a further object of the invention to provide an alternative manner of communication such as a connection-mode of transmission in the event that the connectionless-mode of transmission is unavailable or not suitable.

It is a further object of the invention to provide a data base which stores diagnostic and operation information of the machine. It is yet a further object of the invention to share the data base information of the machines between various departments such as the service department, a marketing department, a manufacturing department, and an engineering department within a company.

These and other objects are accomplished by a system and method of diagnosing and controlling a machine using a connectionless-mode of communication. An inexpensive connectionless-mode of communication which may be employed by the present invention is the Internet. When a condition exists within the machine which needs urgent attention, a connectionless-mode of communication may be inappropriate. In this case, the mode of communication will be a connection-mode using a conventional telephone or ISDN line.

The machine being diagnosed and controlled may be connected to a conventional local area network (LAN). The

local area network has a connection to the Internet through a firewall for security purposes.

When the machine is first connected to the network, the name and address of the machine are registered at the mail server and at the machine by the system administrator as part of installation. This allows incoming Internet e-mail to be routed to the machine by the mail server. Additionally, a connectionless message is transmitted to a remote station, for example, via Internet e-mail, in order to register the existence of the machine.

The invention additionally includes a data base having information of the machine(s) including information of the model, configuration, and capability of the machine(s) so that the remote station will know the machine's capabilities. The data base is shared among different groups such as between a service group, a marketing group, a manufacturing group and an engineering group in order to have quick and efficient access to information regarding the operating characteristics and reliability of the machines.

#### BRIEF DESCRIPTION OF THE DRAWINGS

A more complete appreciation of the invention and many of the attendant advantages thereof will be readily obtained as the same becomes better understood by reference to the following detailed description when considered in connection with the accompanying drawings, wherein:



Figure 1 illustrates three networked business office machines connected to a network of computers and data bases through the Internet;

Figure 2 illustrates the components of a digital  
5 copier/printer;

Figure 3 illustrates electronic components of the digital copier/printer illustrated in Figure 2;

Figure 4 illustrates details of the multi-port communication interface illustrated in Figure 3;

10 Figure 5 illustrates a process performed when a machine is initially installed;

Figure 6 illustrates a process for determining whether an incoming communication to the machine requires ordinary action or is for remote monitoring, diagnosis and control;

15 Figure 7 is a data flow diagram of communications to and from the machine;

Figure 8 is a flowchart illustrating the process of the data flow diagram of Figure 7;

Figure 9 is a flowchart illustrating the processing  
20 performed when communication is initiated by the machine;

Figure 10 illustrates connectionless communication from the machine to the remote monitoring device;

Figure 11 illustrates a connection-mode of transmission between the monitoring device and the machine being monitored;

25 Figure 12A illustrates the main components of the service data base;

Figure 12B illustrates information of an attachment and options data base; and

Figure 12C illustrates a data base used for keeping track of the history of various machines.

5

#### DESCRIPTION OF THE PREFERRED EMBODIMENTS

Referring now to the drawings, wherein like numerals designate identical or corresponding parts throughout the several views, and more particularly to Figure 1 thereof, there is illustrated a figure showing various machines and computers for monitoring, diagnosing and controlling the operation of the machines. In Figure 1, there is a first network 16, such as a Local Area Network (LAN) connected to computer workstations 16, 18, 20 and 22. The workstations can be any type of computers including IBM Personal Computer compatible devices, Unix Based Computers, or Apple Macintoshes. Also connected to the network 16 are a digital copier/printer 24, a facsimile machine 28, and a printer 32. The devices 24, 28 and 32 are referred to as machines or monitored devices although other types of devices may be used as the machines or monitored devices. Also, a facsimile server (not illustrated) may be connected to the network 16 and have a telephone or ISDN connection. In addition to the digital copier/printer 24, facsimile machine 28, and printer 32 being connected to the network 16, these devices may also include conventional telephone and/or ISDN connections 26, 30 and 34, respectively. As is explained below, the business

office machines or business devices 24, 28 and 32 communicate with a remote monitoring, diagnosis and control station, also referred to as a monitoring device, through the Internet via the network 16 or by a direct telephone or ISDN connection.

5           In Figure 1, the Internet is generally designated by 10. The Internet 10 includes a plurality of interconnect computers designated by 12A-12I. The manner of communicating over the Internet is known through RFC documents obtained by FTP at NIC.DDN.MIL or at FTP NISC.SRI.COM. TCP/IP related  
10 communication is described for example in the book "TCP/IP Illustrated," Vol. 1, The Protocols, by Stevens, from Addison-Wesley Publishing Company, 1994. As the Internet is a network accessible by many people and organizations, it is not considered to be secure, therefore, messages transmitted over  
15 the Internet should be encrypted to keep the messages confidential. Encryption mechanisms are known and commercially available which may be used with the present invention. For example, a C library function, crypt(), is available from Sun Microcomputers for use with the Unix  
20 operating system, and other encryption and decryption routines are known and commercially available.

          An additional security measure used in connecting a computer network to the Internet is a protective device known as a firewall. This device allows only authorized computers  
25 to access a network or other computer via the Internet. Firewalls are known and commercially available devices and, for example, include SunScreen from Sun Microsystems Inc.

In Figure 1, a firewall 14 is connected between the Internet 10 and the network 16. Similarly, a firewall 50 is connected between the Internet 10 and a network 52. Also, a firewall 40 is connected between the Internet 10 and a workstation 42.

The network 52 is a conventional network and includes a plurality of workstations 56, 62, 68 and 74. These workstations may be different departments within a company such as a marketing, manufacturing, design engineering and customer service departments. In addition to the workstations connected via the network 52, there is a workstation 42 which is not directly connected to the network 52. Information in a data base stored in a disk 46 may be shared using proper encryption and protocols over the Internet to the workstations connected directly to the network 52. Also, the workstation 42 includes a direct connection to a telephone line and/or ISDN 44 and the data base in disk 46 may be accessed through the telephone line or ISDN.

Information of the business office machines 24, 28 and 32 may be stored in one or more of the data bases stored in the disks 46, 54, 58, 64, 70 and 76. Each of the customer service, marketing, manufacturing, and engineering departments may have their own data base or may share from one or more data bases. Each of the disks used to store data bases is a non-volatile memory such as a hard disk or optical disk. As an example, disk 64 contains the marketing data base, disk 58 contains the manufacturing data base, disk 70 contains the

engineering data base and disk 76 contains the customer service data base. Alternatively, the disks 54 and 46 store one or more of the data bases.

In addition to the workstations 56, 62, 68, 74 and 42  
5 being connected to the Internet, these workstations may also include a connection to a telephone line or ISDN which provides a secure connection to the machine being monitored diagnosed and/or controlled and is used during a connection-mode of communication. Additionally, if one of the Internet,  
10 and telephone or ISDN is not operating properly, the other can be automatically used for communication.

An important feature of the present invention is the use of a connectionless-mode of communication or transmission between a machine and a computer for diagnosing and  
15 controlling the machine. The IBM Dictionary of Computing by George McDaniel, 1994, defines a connectionless-mode transmission to be the transmission of a single unit of data from a source service access point to one or more destination service access points without establishing a connection. The  
20 IBM Dictionary also defines a connection-mode transmission to be the transmission of units of data from a source service access point to one or more destination service access points via a connection. The connection is established prior to data transfer and released following data transfer. Additional  
25 information about the connection-mode and the connectionless-mode of operation is described in the Handbook of Computer-

Communications Standards, Vol. 1, 2nd Edition, by William Stallings, 1990, which is incorporated herein by reference.

Figure 2 illustrates the mechanical layout of the digital copier/printer 24 illustrated in Figure 1. In Figure 2, 101 is a fan for the scanner, 102 is a polygonal mirror used with a laser printer, and 103 designates an F $\theta$  lens used to collimate light from a laser (not illustrated). Reference numeral 104 designates a sensor for detecting light from the scanner, 105 is a lens for focussing light from the scanner onto the sensor 104, and 106 is a quenching lamp used to erase images on the photoconductive drum 132. There is a charging corona unit 107 and a developing roller 108. Reference numeral 109 designates a lamp used to illustrate a document to be scanned and 110, 111 and 112 designate mirrors used to reflect light onto the sensor 104. There is a drum mirror 113 used to reflect light to the photoconductive drum 132 originating from the polygon mirror 102. Reference numeral 114 designates a fan used to cool the charging area of the digital copier/printer, and 115 is a first paper feed roller used for feeding paper from the first paper cassette 117, and 116 is a manual feed table. Similarly, 118 is a second paper feed roller for the second cassette 119. Reference numeral 120 designates a relay roller, 121 is a registration roller, 122 is an image density sensor and 123 is a transfer/separation corona unit. Reference numeral 124 is a cleaning unit, 125 is a vacuum fan, 126 illustrates a transport belt, 127 is a pressure roller, and 128 is an exit

roller. Reference numeral 129 is a hot roller used to fix toner onto the paper, 130 is an exhaust fan and 131 is the main motor used to drive the digital copier.

Figure 3 illustrates a block diagram of the electronic components illustrated in Figure 2. The CPU 160 is a microprocessor and acts as the system controller. There is a random access memory 162 to store dynamically changing information including operating parameters of the digital copier. A read only memory 164 stores the program code used to run the digital copier and also information describing the copier (static-state data) such as the model number and serial number of the copier.

There is a multi-port communication interface 166 which allows the digital copier to communicate with external devices. Reference numeral 168 represents a telephone or ISDN line and 170 represents a network. Further information of the multi-port communication interface is described with respect to Figure 4. An interface controller 172 is used to connect an operation panel 174 to a system bus 186. The operation panel 174 includes standard input and output devices found on a digital copier including a copy button, keys to control the operation of the copier such as number of copies, reduction/enlargement, darkness/lightness, etc. Additionally, a liquid crystal display is included within the operation panel 174 to display parameters and messages of the digital copier to a user.





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light, mirror, etc. Additionally, scanner sensors are used such as a home position sensor to determine that the scanner is in the home position and a lamp thermistor to ensure proper operation of the scanning lamp. There is a printer/imager 192  
5 which prints the output of the digital copier and includes a conventional laser printing mechanism, a toner sensor, and an image density sensor. The fuser is used to fuse the toner onto the page using a high temperature roller and includes an exit sensor, a thermistor to assure that the fuser is not  
10 overheating, and an oil sensor. Additionally, there is an optional unit interface 188 used to connect to optional elements of the digital copier such as an automatic document feeder, a different type of sorter/collator, or other elements which can be added to the digital copier.

15       Figure 4 illustrates details of the multi-port communication interface 166. The digital copier may communicate to external devices through a Centronics interface 220 which receives or transmits information to be printed, a SCSI interface 222, a conventional telephone interface 224  
20 which connects to a telephone line 168A, an ISDN interface 226 which connects to an ISDN line 168B, an RS-232 interface 228, and a LAN interface 230 which connects to a LAN 170. A single device which connects to both a Local Area Network and a telephone line is commercially available from Megahertz and is  
25 known as the Ethernet-Modem.

The CPU or other microprocessor or circuitry executes a monitoring process to monitor the state of each of the sensors

of the digital copier, and a sequencing process is used to execute the instructions of the code used to control and operate the digital copier. Additionally, there is a central system control process executed to control the overall  
5 operation of the digital copier and a communication process used to assure reliable communication to external devices connected to the digital copier. The system control process monitors and controls data storage in a static state memory such as the ROM 164 of Figure 3, a semi-static memory such as  
10 the flash memory 178 or disk 182, or the dynamic state data which is stored in a volatile or non-volatile memory such as the RAM 162 or the flash memory or disk 182. Additionally, the static state data may be stored in a device other than the ROM 164 such as a non-volatile memory including either of the  
15 flash memory 178 or disk 182.

The above details have been described with respect to a digital copier but the present invention is equally applicable to other business office machines such as a facsimile machine, a scanner, a printer, a facsimile server, or other business  
20 office machines. Additionally, the present invention includes other types of machines which operate using a connection-mode or connectionless-mode of communication such as a metering system including a gas, water, or electricity metering system, vending machines, or any other device which performs  
25 mechanical operations, has a need to be monitored, and performs a function. In addition to monitoring special

purpose machines, and computers, the invention can be used to monitor, control, and diagnose a general purpose computer.

Figure 5 illustrates a flowchart containing a process which is performed for a new machine such as a business office  
5 device in order to have it properly recognized by diagnostic, monitoring, and control equipment. After starting, step 250 has a user or device assign a name and address to the machine. In order for the device to transmit or receive communications, it is necessary to know where to send the communication and  
10 from where the communication originates. Step 252 stores the name and address in the semi-static state memory such as the flash memory 178 or the disk 182 illustrated in Figure 3. This information is used both for a connection-mode of communication via a telephone or ISDN line, a connectionless-  
15 mode of communication such as using a conventional Internet electronic mail protocol, and also to have communication to the machine for ordinary purposes such as using the digital copier/printer for printing jobs via the local area network.

Once the information for the machine has been determined  
20 and then stored in step 252, it is necessary to register this information so that other devices will be able to access the machine. Therefore, the name and address of this device are registered in a mail server, for example, which will send and receive electronic mail for the network to which the mail  
25 server is connected. It is also desirable to register the machine as part of the local area network. Further, the monitoring devices to which the machine transmits messages are



application input processing and the system is ready to process the incoming information.

Figure 7 illustrates a data flow diagram which processes incoming messages to and outgoing messages from a machine such as the digital copier/printer. A direct connection process 270 is used to process incoming and outgoing communications in a connection-mode of communication such as through a local area network, telephone line, or ISDN line. Incoming messages pass through buffer 274 to a parsing process 292 which performs parsing of incoming information in a known and conventional manner. The incoming information causes various actions such as the actions illustrated in 294, 296 and 298 to occur. Some actions require that a message be returned and the returned message is illustrated by the arrows leading to buffer 300. An output message process is performed which prepares an outgoing message to either the direct connection or connectionless process. The direct connection process passes through buffer 272 before passing through the direct connection process 270.

For a connectionless-mode of communication, there is a connectionless input processor 276 and a connectionless output processor 278. Incoming connectionless-mode communications pass through buffer 280 and a decryption process is performed in step 284. The decrypted information is stored in buffer 286 and passed to a conventional parsing process 292. As explained above, one or more of the actions 294, 296 and 298 are performed and outgoing messages pass through the buffer

300 to the output message process 302. Then, the  
connectionless-mode outgoing messages pass through a buffer  
290, after which they are encrypted by the encryption process  
288. The encrypted messages then pass through buffer 282 and  
5 are transmitted via the connectionless output process 278 over  
a connectionless network such as the Internet to their final  
destination.

Any type of a connectionless-mode of communication may be  
used by the present invention. An inexpensive and readily  
10 available medium through which connectionless messages may  
pass is the Internet processing electronic mail messages. The  
connectionless input and output processes may be according to  
any known Internet e-mail protocol such as used by the BSD  
Unix mail system which is incorporated into the SunOS 4.1.X.  
15 Also, other information describing Internet e-mail operations  
are readily available through various sources on the Internet  
itself. While the Internet provides an inexpensive manner of  
a connectionless-mode of communication, the Internet  
electronic mail system may be slow or unreliable and  
20 therefore, in certain circumstances, instead of using a  
connectionless process, a direct connection process as  
described below, is performed.

Figure 8 illustrates a flowchart which may be used to  
implement the data flow diagram illustrated in Figure 7.  
25 After starting, step 340 determines if decryption is needed  
and if it is, a decryption routine is performed in step 342.  
Step 344 then calls a parser which parses in a conventional

manner and step 346 determines if any action needs to be taken. If it does, for example when information is to be transmitted back to the remote monitoring, diagnosis, or control device, step 348 calls the required routine. Step 350  
5 determines if more processing is needed and flow returns back to step 340 for further processing. Otherwise, flow returns to the calling process.

Figure 9 illustrates a process performed within the machine which determines whether a connection-mode or a  
10 connectionless-mode of communication is needed. After starting, step 370 determines if an event requires communication and if it does not, flow returns to the calling process. If communication is needed, step 372 determines whether the event requires a connectionless-mode or a  
15 connection-mode of transmission. Any type of high priority event for which immediate attention is needed or which the remote monitoring device would be interested in on an expedited basis is sent in a connection-mode of communication. This may be used when a hazardous connection exists within the  
20 machine or when something in the machine needs immediate attention. For example, if a thermistor in the fuser unit senses a high and unsafe temperature, a direct connection mode may be used. However, the transmission of a weekly or monthly report indicating the usage and a normal condition state in  
25 the machine can use the slower connectionless-mode of communication. Additionally, when the connectionless mode of communication is not properly functioning, the connection-mode

of communication is used. For example, if an Internet e-mail message is not properly received by the monitoring device, a direct connection-mode of communication is used. The e-mail message may contain a request for acknowledgement of receipt and if an acknowledgement is not received within a predetermined time (e.g. 3-24 hours) then a connection-mode communication is used to re-transmit the message. Also, if a connection-mode of communication is not properly functioning, then the connectionless-mode of communication may be used.

10        If step 372 determines that an event does not require a  
connectionless-mode of communication, step 376 determines if  
the direct communication channel is ready. For example, it  
determines if the telephone or ISDN line is available. If it  
is, a direct communication process is performed in step 378 to  
15        transmit the appropriate information. If the direct channel  
is not ready, step 380 notifies the user through the operation  
panel that there is a problem with the telephone, ISDN, or  
other direct connection device or communication medium. If  
step 372 determines that the event requires a connectionless-  
20        mode of transmission, step 374 calls a connectionless  
communication process. The process of Figure 9 then returns  
to the calling process.

Figure 10 illustrates a connectionless-mode of communication initiated by the machine which is being remotely  
25 diagnosed, controlled, and monitored. Initially, the monitored device transmits its identity in step 390. The monitored device then requests an analysis of the density



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information of the digital copier in step 394. The monitoring device analyzes the density information for the specific digital copier corresponding to the transmitted identity in order to determine if the print density of the digital copier is too dark or too light. Step 396 then transmits the results of the density analysis back to the monitored device. If the process of Figure 10 used a connection-mode of communication, the monitoring device would execute step 392 which acknowledged receipt of the identity information and step 394 would not be performed until the acknowledgement was received. However, in a connectionless-mode of communication, step 392 is not performed and the transmission of the identity would be immediately followed by the request for analysis.

As with the business office machine, the remote device for controlling, diagnosing, and monitoring the machine may initiate either a connection-mode or connectionless-mode of communication. As with the machine, when the remote monitoring device needs to send urgent information or needs an urgent response from the machine, a connection-mode of communication is used. When time is not critical, the remote device may use a connectionless-mode of communication. For example, if new control software needs to be downloaded to the business office machine due to a bug in the program in the business office machine which causes a dangerous condition, a direct connection-mode of communication will be used. Also, as described with respect to the monitored device, if the

monitoring device experiences a problem with one of the modes of communication, one of the other modes may be used.

Figure 11 illustrates a connection-mode of communication initiated by the monitoring device. Initially, step 400  
5 requests the identity of the monitored device and the monitored device transmits its identity in step 402. In step 404, the monitoring device verifies the identity and looks up the capabilities of the identified device in a data base. The data base describes various information of the monitored  
10 device or machine such as service history, optional equipment, usage information, or other information. In step 406, the monitoring device requests image density information from the monitored device. In step 408, the monitored device receives the request for image density information, determines the  
15 image density information (or looks up previously stored image density information) and transmits the image density information back to the monitoring device in step 408. In step 410, the monitoring device analyzes the received information (i.e., compares the received information with  
20 information looked up in the data base) and determines that it is appropriate to change parameters of the monitored device. Step 412 requests parameters of the device to be changed and transmits an appropriate command. In step 414, the monitored device changes its operating parameters in accordance with the  
25 received command.

Figures 12A through 12C illustrate various data base structures which may be used by the invention. Figure 12A



again contains an ID field 472 which is used to link the various data bases. A date and time field 474 and an information field 476 is used to describe malfunctions or other special conditions and events within the machine including the date and time at which an event occurred.

5 The data bases as illustrated in Figures 12A-12C are illustrative of the type of information which is stored regarding the machine. Even though illustrated as separated data bases, the implementation of the data bases may include more or less data bases. Different departments within a company may maintain different data bases describing information about the various machines. The service data base will be most complete about individual machines, contain a complete service history of each machine, and may be stored at a customer service division. Separate manufacturing, engineering and marketing department data bases may be maintained and use the information generated from the machine. The different data bases may be linked through different fields. For example, the service data base may be linked to the manufacturing data base through the serial and model numbers. The manufacturing data base and engineering data base may be linked through a version and model number, and the service data base and engineering data base may be linked through model numbers. Any type of known data base scheme may be used to maintain and share information, as needed.

Separate analysis and decision software may be created which allows a user to make a specific inquiry into any one or

more of the data bases. The user may formulate any type of query and the data bases searched to produce the requested information. The analysis and decision software is also used to generate monthly or other regular reports describing information of the machines and may generate an alert or other type of warning when a malfunction occurs.

Table 1A

	<b>Monthly Report Message From Copiers</b>
10	- Copy count and job count
	- List of changed parts detected
	- List of parameters changed
	- Use of duplexing
	- Use of reduction
15	- Use of enlargement
	- Copy counts for various paper sizes
	- Use of manual feed

Table 1B

	<b>Monthly Report Message From Printers</b>
20	- Copy count and job count
	- List of changed parts/supplies
	- List of set up changes
	- Use of duplexing if available
	- Copy counts for various paper sizes
25	- Numbers of jobs for various printer languages such as PCL5 and PostScript
	- Use of manual feed

Table 1C

	<b>Monthly Report Message From Facsimile Machines</b>
30	- Number of transmissions and receptions
	- Number of pages sent
	- Number of pages received
	- Counts for special features such as speed dials

Tables 1A-1C illustrate monthly report messages which may be generated for copiers, printers, and facsimile machines. These monthly reports simply show the parameters, usage, and other information of the machines and of course may be different and include more or less information, as desired.

Table 2 Communication Commands

Operator	Operands	T: Target, V: Value
Set	T V	
Get	T	
Report	T V	
Set_List	T <sub>1</sub> V <sub>1</sub> , T <sub>2</sub> V <sub>2</sub> , ..., T <sub>n</sub> V <sub>n</sub>	
Get_List	T <sub>1</sub> T <sub>2</sub> , ..., T <sub>n</sub>	
Report_List	T <sub>1</sub> V <sub>1</sub> , T <sub>2</sub> V <sub>2</sub> , ..., T <sub>n</sub> V <sub>n</sub>	
Copy_Memory_To_Memory	Source Destination Num_Byte	
Copy_Memory_To_Disk	Source Name Num_Byte	
Copy_Disk_To_Memory	Name Destination	
Command_Not_Understood	Operator and Operands	

Table 2 illustrates various communication commands which may be used to implement the communication operations described herein. The left-side of the table contains the operators and the right-side of the table contains the operands. In the table, T indicates a target which is a specific address, parameter, sensor, or stored data, and V is a value. The commands illustrated in Table 2 are the set command which allows a specific address, parameter, or stored data to be set to the value contained in V. Similarly, the get command allows specific target information to be obtained. The report operator is included in a report from the monitored machine of information requested by the get operator. The set\_list, get\_list and report\_list allow more than one target

and value to be obtained, set or generated using a single operator. The illustrated copy commands allow information to be copied from one memory address to another memory address, from a memory address to a disk, and from a disk to a memory location. The command\_not understood operator indicates that a specific operator and/or operand(s) was not understood.

Table 3A

Commands to Copier	
get	id;
set	sorter yes;
set	adf yes;
get	configuration;
get	A100;
set	A100 FFAA;
get	copy_count;
get	jam-count;
get	last_toner-change;
set	boot A100;

Table 3B

Response from Copier	
report	id AX301B3330;
report	configuration LIST (sorter yes, adf yes, large_capacity_tray no, .....);
report	A100 AABBB;
report	A100 FFAA;
report	copy-count 9895;
report	jam-count 0;
report	last_toner_change 12Apr95;

Table 3A illustrates commands which may be sent to a copier from a remote monitoring and diagnostic device and Table 3B illustrates the response from the copier after receiving the commands of Table 3A. After the get id command in Table 3A, the response from the copier is a report of the id which is AX301B3330;. The second line of Table 3B

illustrates the use of "LIST". In this case, the configuration includes more than one target parameter and therefore, the group of target parameters and their value are preceded by the "LIST" operator. The information in Tables 3A and 3B has been created for illustrative purposes. By setting the sorter and automatic document feeder (adf) in the second and third commands to the copier to be activated, no response from the copier is generated. In response to the get configuration command, there is a report generated from the copier in the second response from the copier. Also illustrated in Tables 3A and 3B are the getting and setting of a specific memory location A100. The last command in Table 3A is the setting of boot to A100. This means that upon rebooting or reinitialization of the copier, the memory location A100 is to be read.

In addition to the machines accessing the Internet through a LAN, the machine can alternatively access the Internet through a telephone line or ISDN via an Internet access provider or a dial-up service such as America On Line. In this manner, a machine that is not connected to a network can still use a connectionless mode of connection. In this case, the machine will have to periodically dial the Internet provider in order to receive incoming Internet e-mail messages.

This invention may be conventionally implemented using a conventional general purpose digital computer program according to the teachings of the present invention, as will



be apparent to those skilled in the computer art. Appropriate software coding can readily be prepared by skilled programmers based on the teachings of the present disclosure, as will be apparent to those skilled in the software art. The invention  
5 may also be implemented by the preparation of application specific integrated circuits or by interconnecting an appropriate network of conventional component circuit, as will be readily apparent to those skilled in the art.

The present invention also includes a computer program  
10 product which is a storage medium including instructions which can be used to program a computer to perform a process of the invention. The storage medium can include, but is not limited to, any type of disk including floppy disks, optical disks, CD-ROMs, and magneto-optical disks, ROMs, RAMs, EPROMs,  
15 EEPROMs, magnetic or optical cards, or any type of media suitable for storing electronic instructions.

The above described system may used with conventional machines including conventional business office machines using add-on equipment constructed in accordance with the present  
20 teachings and installed in or outside of the machine.

Obviously, numerous modifications and variations of the present invention are possible in light of the above teachings. It is therefore to be understood that within the scope of the appended claims, the invention may be practiced  
25 otherwise than as specifically described herein.

WHAT IS CLAIMED AS NEW AND DESIRED TO BE SECURED BY LETTERS  
PATENT OF THE UNITED STATES IS:

1. A method for communicating between a monitored device  
and a monitoring device, comprising the steps of:

5       determining information to be transmitted by the  
monitored device, the information to be transmitted including  
information from sensors in the monitored device;

          determining a mode of communication between the monitored  
and the monitoring device by determining if the information to  
10       be transmitted is to be transmitted using one of a connection-  
mode and a connectionless-mode of communication;

          transmitting the information by a connection-mode of  
communication from the monitored device to the monitoring  
device, when the step of determining the mode of communication  
15       has determined that a connection-mode of communication is to  
be used; and

          transmitting the information by a connectionless-mode of  
communication from the monitored device to the monitoring  
device, when the step of determining the mode of communication  
20       has determined that a connectionless-mode of communication is  
to be used.

2. A method according to claim 1, wherein the step of  
transmitting the information by the connectionless-mode of  
communication comprises:

25       transmitting the information as an Internet electronic  
mail message over the Internet.

3. A method according to claim 1, wherein the step of transmitting the information by the connection-mode of communication comprises:

transmitting the information using one of a telephone  
5 line and an ISDN line.

4. A method according to claim 1, wherein the step of transmitting a message from the monitored device comprises:

transmitting a message from a business office device.

5. A method according to claim 4, wherein the step of  
10 transmitting a message from a business office device comprises:

transmitting a message from one of a copier, a facsimile machine, and a printer.

6. A method according to claim 1, further comprising,  
15 performed before the determining or transmitting steps, the step of:

registering address information of the monitoring device so that connection-mode and connectionless-mode communications can be sent to the monitoring device by the monitored device.

20 7. A method according to claim 1, further comprising the step of:

encrypting the information to be transmitted when the step of determining the mode of communication has determined that a connectionless-mode of communication is to be used.

25 8. A method according to claim 1, further comprising the step of:

receiving the connectionless-mode communication by the monitoring device through a firewall.

9. A method according to claim 1, further comprising the steps of:

5 storing the transmitted information in a data base; and  
sharing information in the data base between more than one department in a company.

10. A method for communicating between a monitored device and a monitoring device, comprising the steps of:

10 determining information to be transmitted by the monitoring device to the monitored device, the information including a request for a status of the monitored device determined using sensors within the monitored device; and  
transmitting the information by a connectionless-mode of  
15 communication from the monitoring device to the monitored device.

11. A method according to claim 10, wherein the step of transmitting the information by the connectionless-mode of communication comprises:

20 transmitting the information as an Internet electronic mail message over the Internet.

12. A method according to claim 10, wherein the step of transmitting a message from the monitoring device comprises:

transmitting a message to the monitored device which is a  
25 business office device.

13. A method according to claim 12, wherein the step of transmitting a message to the business office device comprises:

transmitting a message to one of a copier, a facsimile  
5 machine, and a printer.

14. A method according to claim 10, further comprising the steps of:

receiving the transmitted information by the monitored device; and  
10 transmitting a connectionless-mode communication from the monitored device to the monitoring device containing status information of the monitored device, in response to the transmitted information from the monitoring device.

15. A method according to claim 10, wherein the transmitting step comprises:

transmitting the information from the monitoring device to a plurality of monitored devices including the monitored device.

16. A method for communicating between a machine and a  
20 monitoring device, comprising the steps of:

determining status information using at least one of a mechanical and electrical sensor; and

transmitting a connectionless-mode message from the machine to the monitoring device containing the status  
25 information.

17. A method according to claim 16, further comprising the step of:

analyzing the status information by the machine,  
wherein the status information is transmitted using the  
connectionless-mode message when the status information is  
analyzed and determined to be within a standard operating  
5 range.

18. A method according to claim 17, further comprising  
the steps of:

determining status information which is outside of normal  
operating parameters exists in the machine using at least one  
10 of the mechanical and electrical sensor; and

transmitting a connection-mode message from the machine  
to the monitoring device containing the status information  
which is outside of the normal operating parameters.

19. A method according to claim 17, wherein the step of  
15 transmitting between the business office machine and the  
monitoring device comprises:

transmitting an Internet electronic mail message between  
a device selected from the group consisting of a copier, a  
facsimile machine, and a printer, and the monitoring device.

20 20. A method for communicating between a machine and a  
monitoring device comprising the steps of:

receiving a connectionless-mode message from the  
monitoring device by the machine;

analyzing the message by the machine; and

25 performing an action by the machine in response to the  
message, after the message is analyzed.

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21. A method according to claim 20, wherein the  
analyzing step includes:  
parsing the message; and  
determining an action which the message requests to be  
5 taken.

22. A method according to claim 21, wherein the step of  
performing an action comprises:

transmitting a response message from the machine to the  
monitoring device in response to the message.

10 23. A method according to claim 22, wherein the step of  
transmitting comprises:

transmitting the response message which contains  
information of the machine including information obtained from  
sensors, when the received connectionless-mode message  
15 requests a value to be returned.

24. A method according to claim 23, wherein the step of  
transmitting comprises:

transmitting the response message which is a  
connectionless-mode message.

20 25. A method according to claim 20, wherein the  
receiving step comprises:

receiving the connectionless mode message which is an  
internet electronic mail message.

26. A computer program product having a computer  
25 readable medium having computer program logic recorded thereon  
for implementing communication between two devices,  
comprising:

means for determining information to be transmitted by a first device;

means for determining a mode of communication between the first and a second device by determining if the information to be transmitted is to be transmitted using one of a connection-mode and a connectionless-mode of communication;

means for transmitting the information by a connection-mode of communication from the first device to the second device, when the means for determining the mode of communication has determined that a connection-mode of communication is to be used; and

means for transmitting the information by a connectionless-mode of communication from the first device to a second device, when the means for determining the mode of communication has determined that a connectionless-mode of communication is to be used.

27. A system for communicating between a monitored device and a monitoring device, comprising:

sensors within the monitored device which sense information to be transmitted to the monitoring device;

means for determining a mode of communication between the monitored and the monitoring device by determining if the information to be transmitted is to be transmitted using one of a connection-mode and a connectionless-mode of communication;

a connection-mode transmitter which transmits the information by a connection-mode of communication from the



monitored device to the monitoring device, when the means for determining the mode of communication has determined that a connection-mode of communication is to be used; and

5 a connectionless-mode transmitter which transmits the information by a connectionless-mode of communication from the monitored device to the monitoring device, when the means for determining the mode of communication has determined that a connectionless-mode of communication is to be used.

28. A system according to claim 27, wherein the  
10 connectionless-mode transmitter comprises:

a transmitter which transmits the information as an Internet electronic mail message over the Internet.

29. A system according to claim 27, wherein the connection-mode transmitter comprises:

15 a transmitter which transmits the information using one of a telephone line and an ISDN line.

30. A system according to claim 27, wherein the monitored device is a business office device.

31. A system according to claim 30, wherein the business  
20 office device is one of a copier, a facsimile machine, and a printer.

32. A system according to claim 27, further comprising:  
means for registering address information of the  
monitoring device so that connection-mode and connectionless-  
25 mode communications can be sent to the monitoring device by the monitored device.

33. A system according to claim 27, further comprising:

means for encrypting the information to be transmitted when the means for determining the mode of communication has determined that a connectionless-mode of communication is to be used.

5        34. A system according to claim 27, further comprising:  
a firewall, connected to monitoring device, through which connection-mode communications from the monitored device pass.

35. A system according to claim 27, further comprising:  
a data base which stores the transmitted information; and  
10       means for sharing information in the data base between more than one department in a company.

36. A system for communicating between a monitored device and a monitoring device, comprising:

means for determining information to be transmitted by  
15       the monitoring device to the monitored device, the information including a request for a status of the monitored device determined using sensors within the monitored device; and

a connectionless-mode transmitter which transmits the information by a connectionless-mode of communication from the  
20       monitoring device to the monitored device.

37. A system according to claim 36, wherein the connectionless-mode transmitter comprises:

a transmitter which transmits the information as an Internet electronic mail message over the Internet.

25       38. A system according to claim 36, wherein the monitoring device is a business office device.

39. A system according to claim 38, wherein the business office device is one of a copier, a facsimile machine, and a printer.

40. A system according to claim 36, wherein the  
5 monitored device further comprises:

a receiver which receives the transmitted information;  
and

a transmitter which transmits a connectionless-mode  
communication from the monitored device to the monitoring  
10 device containing status information of the monitored device,  
in response to the transmitted information from the monitoring  
device.

41. A system according to claim 36, wherein the  
connectionless-mode transmitter comprises:

15 a transmitter which transmits the information from the  
monitoring device to a plurality of monitored devices  
including the monitored device.

42. A system for communicating between a machine and a  
monitoring device, comprising:

20 sensors within the machine which senses status  
information to be transmitted to the monitoring device; and

a connectionless-mode transmitter which transmits the  
status information by a connectionless-mode of communication  
from the machine to the monitoring device.

25 43. A system according to claim 42, further comprising:  
means for analyzing the status information by the  
machine,

wherein the status information is transmitted using the connectionless-mode transmitter when the status information is analyzed and determined to be within a standard operating range.

5           44. A system according to claim 43, further comprising:  
            means for determining status information which is outside  
of normal operating parameters exists in the machine using  
said sensors; and

            transmitting a connection-mode message from the machine  
10     to the monitoring device containing the status information  
which is outside of the normal operating parameters.

            45. A system according to claim 43, wherein the  
connectionless-mode transmitter comprises:

            a transmitter which transmits the information as an  
15     Internet electronic mail message over the Internet.

            46. A system for communicating between a machine and a  
monitoring device comprising:

            a receiver within the monitored device which receives a  
connectionless-mode message from the monitoring device;  
20     means for analyzing the message by the machine; and  
            means for performing an action by the machine in response  
to the message, after the message is analyzed.

            47. A system according to claim 46, wherein the  
analyzing means includes:

25     a parser which parses the message; and  
            means for determining an action which the message  
requests to be taken.

48. A system according to claim 47, wherein the means for performing an action comprises:

a transmitter which transmits a response message from the machine to the monitoring device in response to the message.

5 49. A system according to claim 48, wherein the transmitter comprises:

a transmitter which transmits the response message which contains information of the machine including information obtained from sensors, when the received connectionless-mode  
10 message requests a value to be returned.

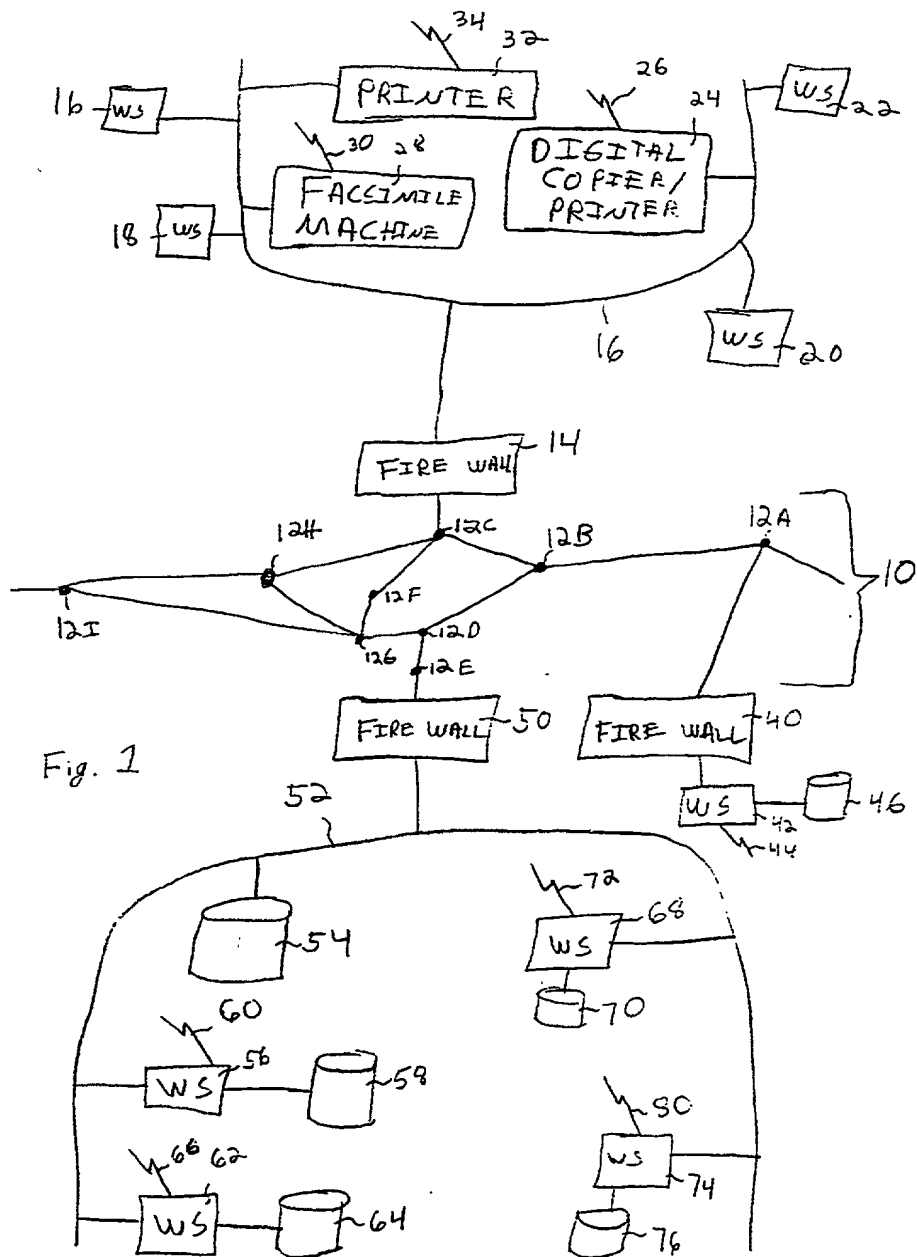
50. A system according to claim 49, wherein the transmitter is a connectionless-mode transmitter.

51. A system according to claim 46, wherein the receiver is an Internet electronic mail receiver.

ABSTRACT OF THE DISCLOSURE

A method and system for monitoring, controlling and diagnosing operation of a machine such as a business office machine including a facsimile machine, a copier, and a  
5 printer. When the speed of communication between the remote device and machine is not urgent, a connectionless mode of communication may be used. The form of connectionless communication is an electronic mail message transmitted over the Internet. However, when a condition needs urgent action,  
10 a direct connection is used for communication such as communication via a telephone or ISDN line. The information obtained from the machine is stored in one or more data bases within a company and information of the machine is shared between a service department, engineering and design  
15 department, manufacturing department, and marketing department. As communication over the Internet via electronic mail is not secure, the connectionless-mode messages transmitted using Internet electronic mail are encrypted.

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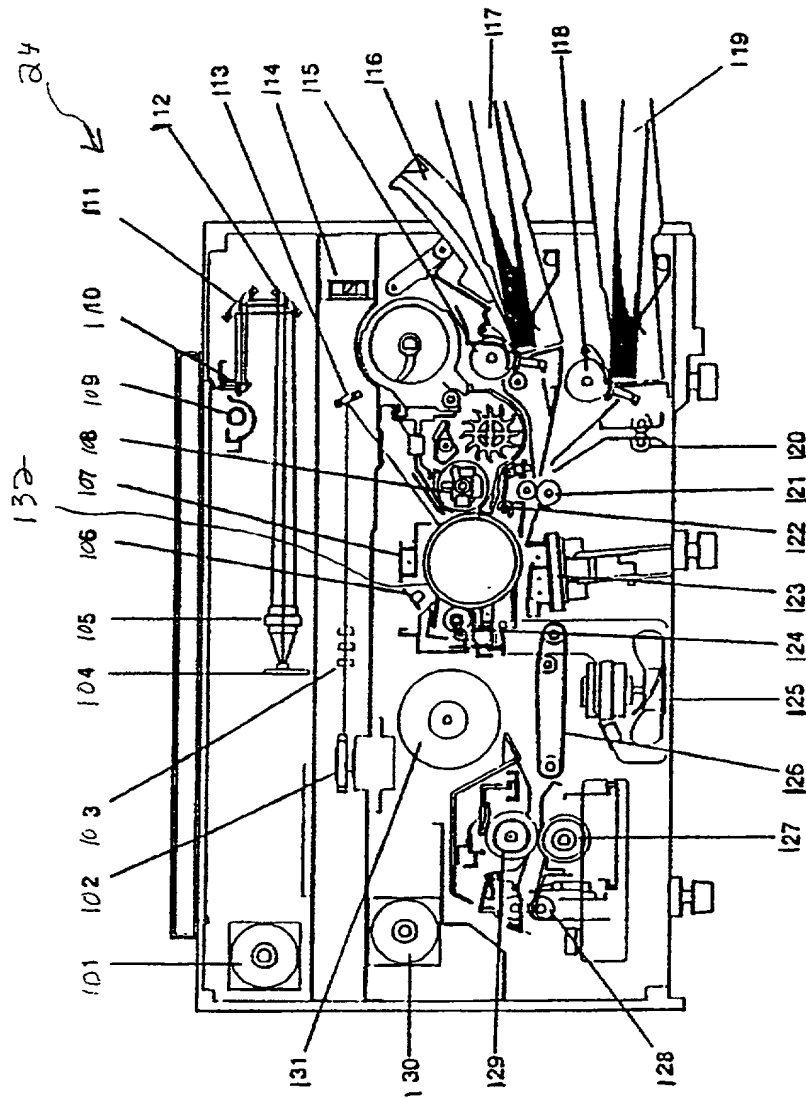


FIG 2



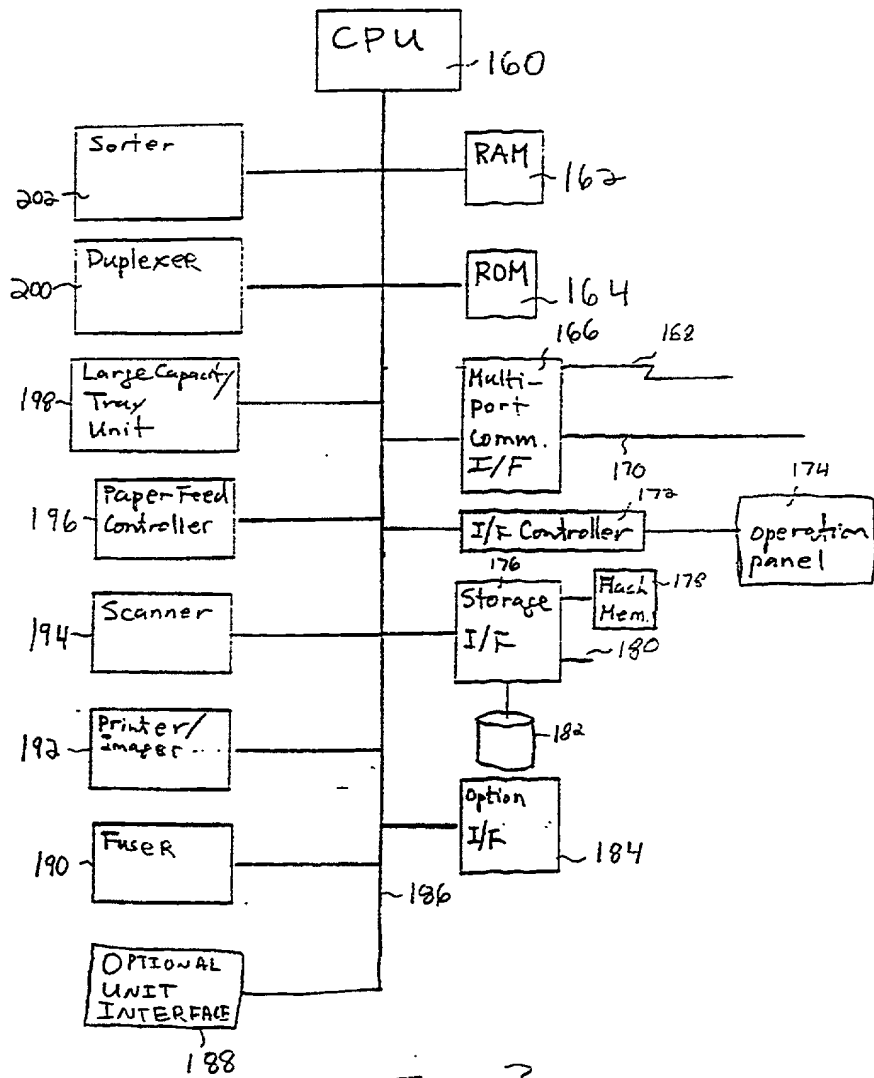
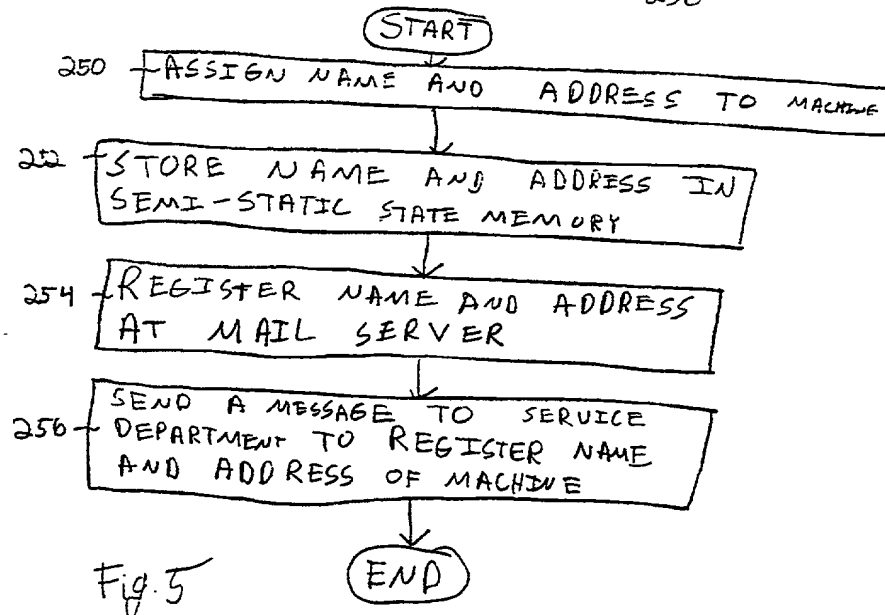
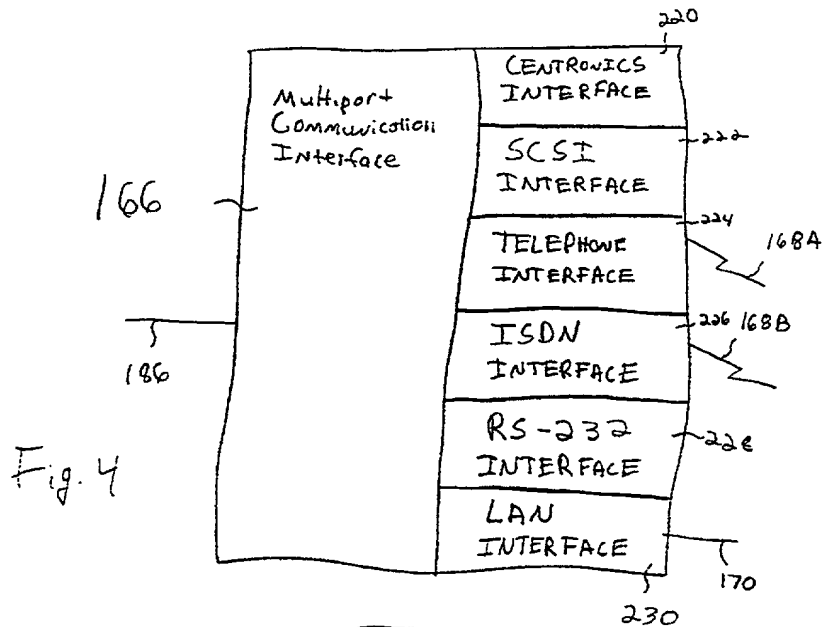


Fig 3

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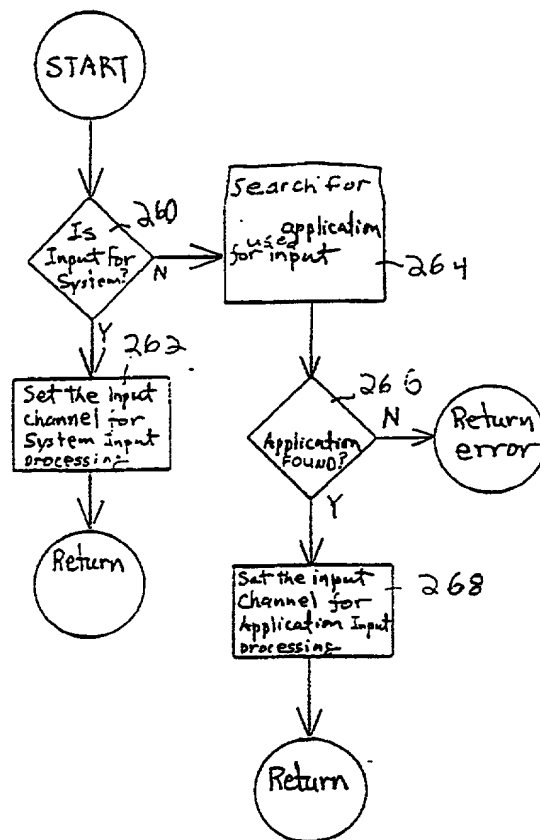


Fig 6

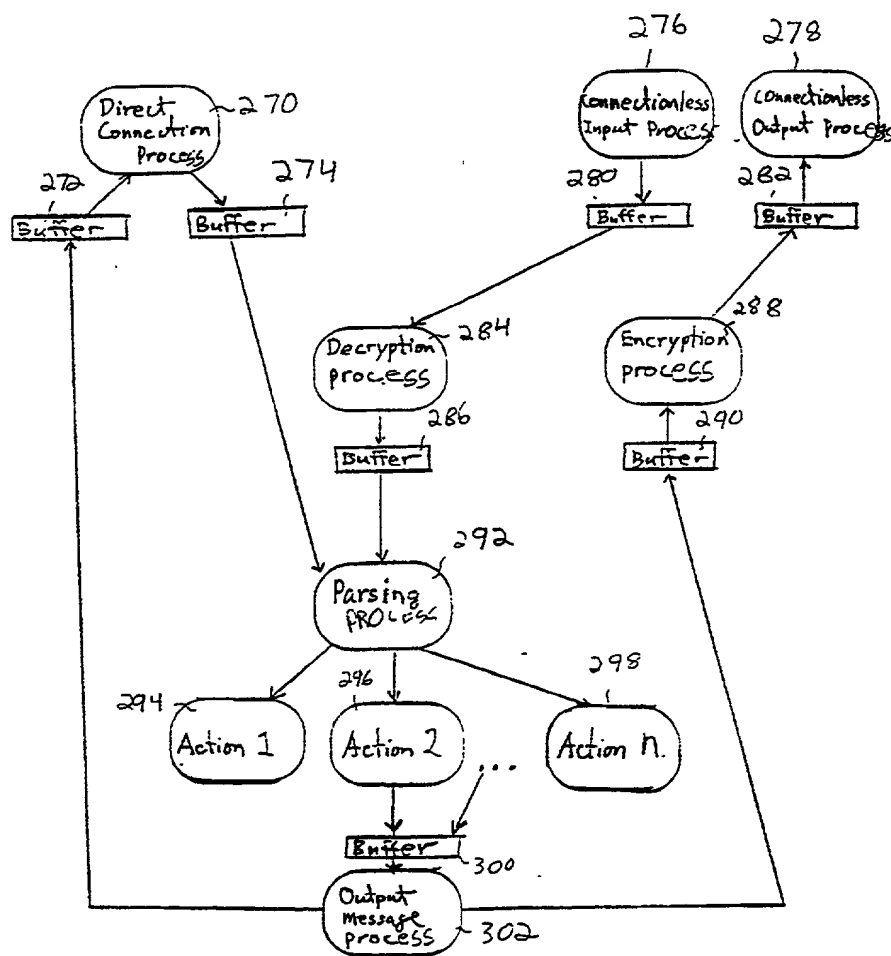


Fig. 7

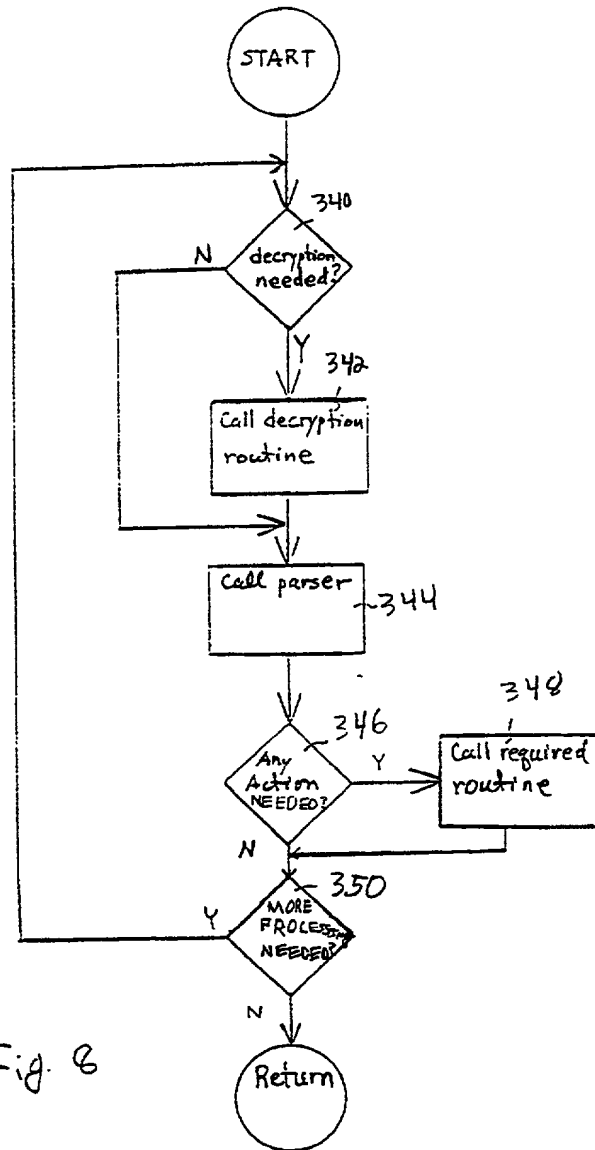


Fig. 8

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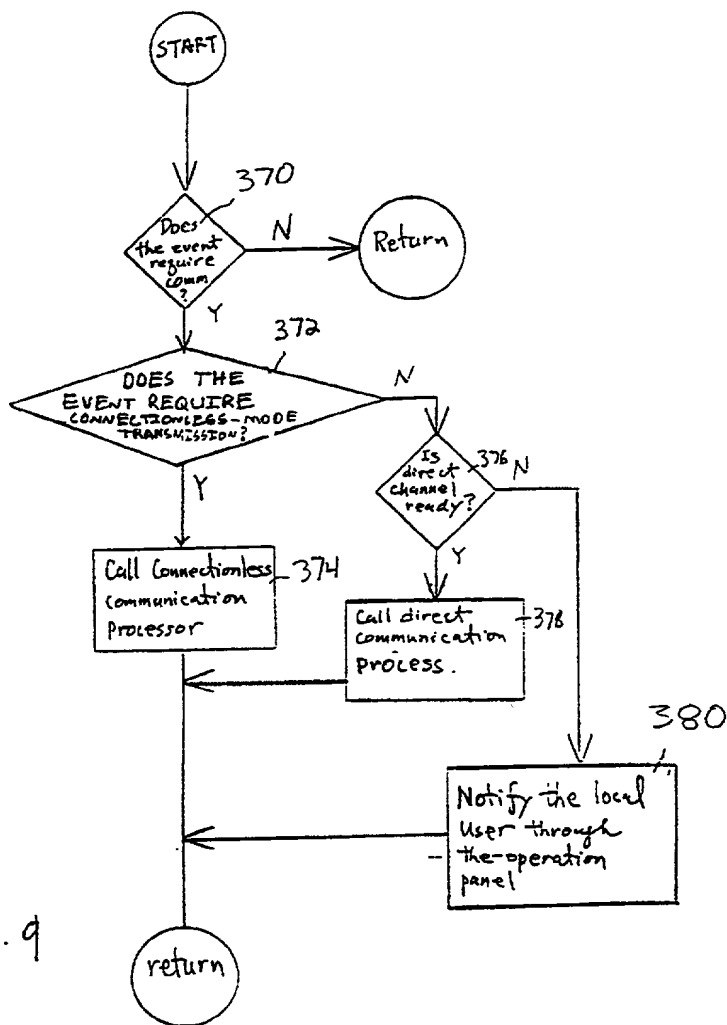


Fig. 9

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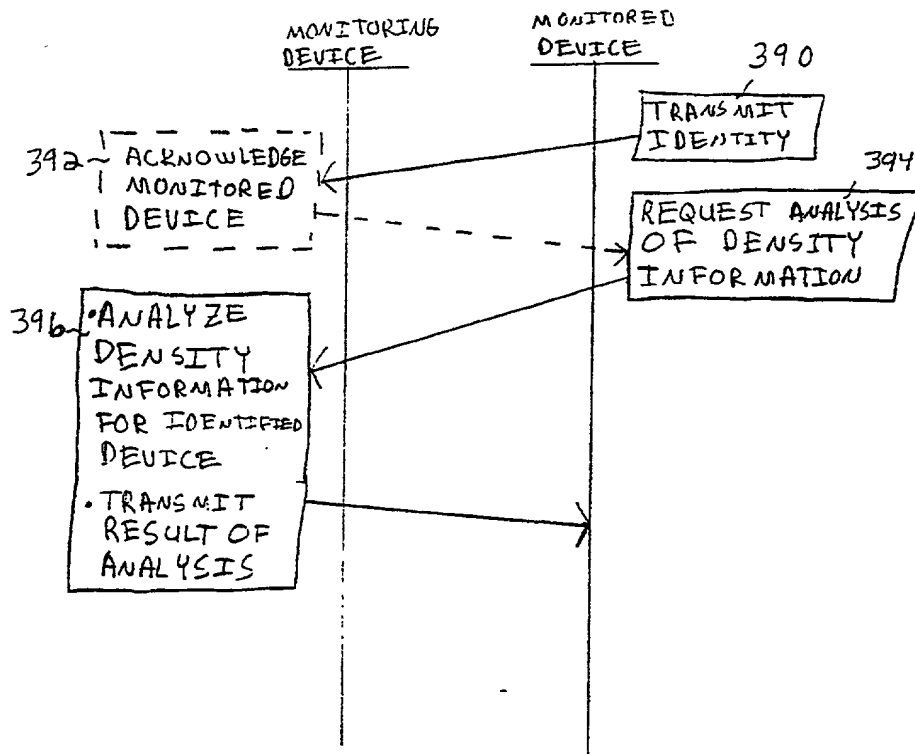


Fig. 10

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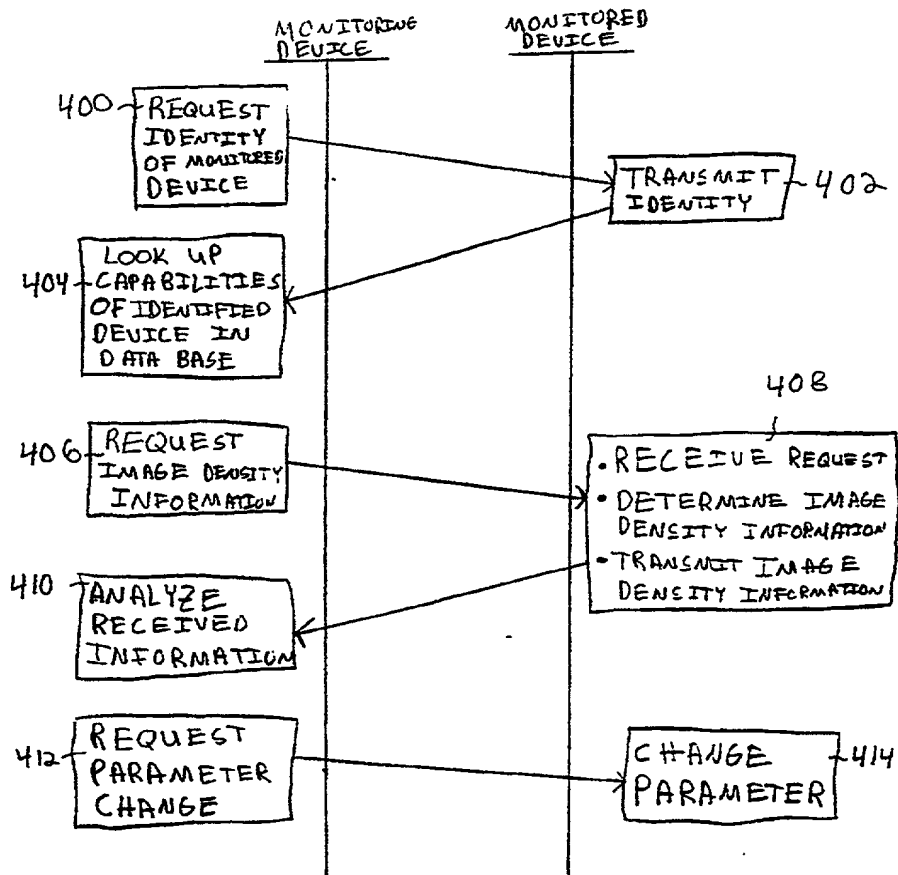


Fig. 11

08/783559-103059



440 →

442	444	446	448	450
ID	Model	Serial #	Command Level	Address

Fig. 12A

460 →

462	464	466	
ID	Attachment ID	Attachment Serial #	....

Fig. 12B

470 →

472	474	476
ID	Date/Time	Information

Fig 12C

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